



February 26, 2014

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VIA ELECTRONIC COMMENT FILING SYSTEM (ECFS)

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Suite TW-A325
Washington, DC 20554

RE: EB Docket No. 06-36 - CPNI Certification and Accompanying Statement

Dear Ms. Dortch:

On behalf of Independence Telecommunications Utility, please find the attached annual CPNI certification and accompanying statement which is being filed pursuant to Commission Rule 64.2009(e).

Should you have any questions or need further information, please contact me at (512) 343-2544.

Sincerely,

A handwritten signature in blue ink that reads "Lisa A. McLaughlin".

Lisa A. McLaughlin
Authorized Representative of
Independence Telecommunications Utility

LAM/pjf

Attachments

cc: Mr. Marty Diesburg, Independence Telecommunications Utility

Annual 47 C.F.R. § 64.2009(e) CPNI Certification EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2014 covering the prior calendar year 2013

Date: February 25, 2014

Name of company: Independence Telecommunications Utility

Form 499 Filer ID: 825866

Name of signatory: Brian K. Meyer


Title of signatory: Chairman of the Board

I, Brian K. Meyer, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company [and its affiliates] has established operating procedures that are adequate to ensure compliance with the Customer Proprietary Network Information rules and requirements in Subpart U of Part 64 of the Federal Communications Commission's Rules (47 C.F.R. §64.2001 through 64.2011). The attached Statement of CPNI Compliance explains how the Company's operating procedures ensure that it is in compliance with the foregoing FCC rules.

The company *has not* taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI. If applicable, a summary of actions taken will be attached to this certification.

The company *has not* received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, e.g., instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information). If applicable, a summary of customer complaints will be attached to this certification.

The company represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17, which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentation to the Commission are punishable under Title 18 of the U.S. Code and may be subject to enforcement action.

Signed 

Attachment: Accompanying Statement of Compliance explaining CPNI procedures

Independence Telecommunications Utility

STATEMENT OF COMPLIANCE

This Statement of CPNI Compliance addresses the requirement of FCC's (CFR) Title 47 §64.2009 that the Company provide both a Certificate of Compliance and a "statement accompanying the certificate" to explain how its operating procedures ensure compliance with FCC's (CFR) Title 47 §64.2001-2011.

1. The Company has established a system by which the status of a customer's approval for use of CPNI, as defined in 47 USC 222(h)(1), can be clearly established prior to the use of CPNI. The Company relies on the involvement of its high-level management to ensure that no use of CPNI is made until a full review of applicable law has occurred.
2. The Company trains its personnel regarding when they are authorized to use CPNI, as well as when they are not authorized to use CPNI. However, Company personnel make no decisions regarding CPNI without first consulting with the Company's CPNI Compliance Officer or the Company's Customer Service Manager. The Company has an express disciplinary process in place for personnel who make unauthorized use of CPNI.
3. The Company's policy is to maintain records of its own sales and marketing campaigns that use CPNI. The Company likewise maintains records of its affiliates' sales and marketing campaigns that use CPNI. The Company also maintains records of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. These records include a description of each campaign, the specific CPNI that was used in the campaign, and the products and services that were offered as a part of the campaign. The Company maintains these records in its offices for a minimum of one year.
4. The Company's policy is to maintain records of customer approval for use of CPNI, as well as notices required by the FCC's regulations for a minimum of one year. The Company maintains records of customer approval and disapproval for use of CPNI in a readily- available location that is consulted on an as-needed basis.
5. The Company's policy is to maintain records of a CPNI breach for a minimum of two years. These records will include a description of the steps the company took to prevent the breach, how the breach occurred, the impact of the breach and proof of notification to law enforcement and the customer, if applicable.
6. The Company has a supervisory review process regarding compliance with the FCC's rules relating to protection of CPNI for outbound marketing situations. The purpose of this supervisory review process is to ensure compliance with all rules prior to using CPNI for a purpose for which customer approval is required. Company personnel, prior to making any use of CPNI, must first consult with the CPNI Compliance Officer or General Manager regarding the lawfulness of using the CPNI in the manner contemplated. In deciding whether the contemplated use of the CPNI is proper, either the General Manager or CPNI Compliance Officer consults one or more of the following: the Company's own compliance manual, the applicable FCC regulations, the FCC's Compliance Guide, and, if necessary, legal counsel. The Company's sales personnel must obtain supervisory approval from either the General Manager or CPNI Compliance Officer regarding any proposed use of CPNI.

Independence Telecommunications Utility

STATEMENT OF CPNI COMPLIANCE (Cont'd)

7. Further, both the General Manager and CPNI Compliance Officer personally oversee the use of opt-in, opt-out, or any other approval requirements, or notice requirements (such as notification to the customer of the right to restrict use of, disclosure of, and access to CPNI), contained in the FCC's regulations. The CPNI Compliance Officer also reviews all notices required by the FCC regulations for compliance therewith.
8. The General Manager and CPNI Compliance Officer ensure that the Company enters into confidentiality agreements, as necessary, with any joint venture partners or independent contractors to whom it discloses or provides access to CPNI.
9. Both General Manager and CPNI Compliance Officer personally oversee completing and submitting the CPNI Certification in EB Docket No. 06-36, which is due on or before March 1 each year. The form includes explanation of any action taken against data brokers, a summary of all customer complaints, and an explanation of breaches.